

## PATENTS

## UNITED STATES PATENT AND TRADEMARK OFFICE

<b>S/N:</b>	09/944,836	<b>Examiner:</b>	Tran, Mylinh
<b>Filed:</b>	August 31, 2001	<b>Art Unit:</b>	2179
<b>Inventor:</b>	Burgin, et al.	<b>Docket:</b>	1160215-0531072
<b>Title:</b>	SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT		

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## AMENDMENT AND RESPONSE

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed on 01/17/2008, please amend the above-referenced application as follows:

**Amendments** begin on page 2 of this paper.

**Remarks** begin on page 9 of this paper.